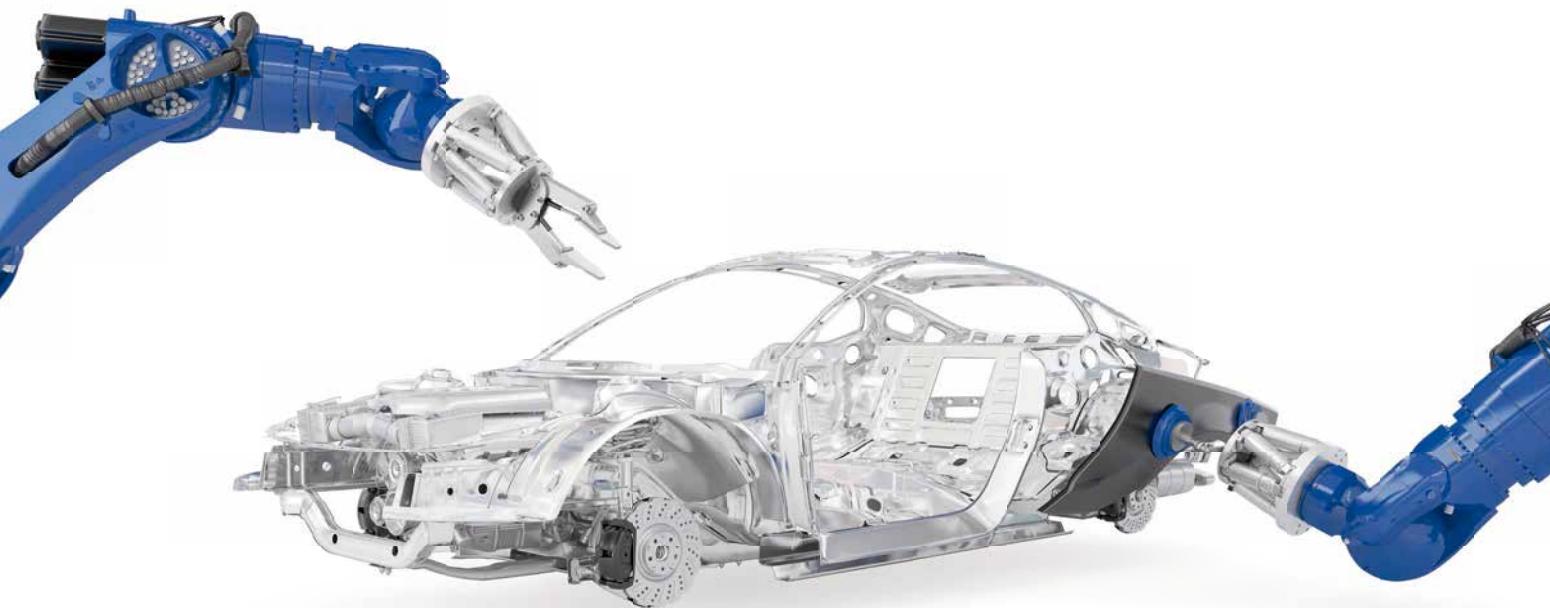


PI's Global Services



WHAT IS "WORLD CLASS"

Customers everywhere would define "World Class Customer Support" differently. They may consider the highest priority being the speed of response, the level of competence of the person that deals with the request, or it could simply be how quickly the solution was found. Whatever the priority is for customer service and support, PI is committed to exceeding all expectations that relate to our service deliverables.

PI's Global Service Division (GSD) is focused on ensuring that:

- The Right People are;
- In the Right Place;
- At the Right Time;
- With the Right Skills.

This level of conditioning means that PI's customers are able to benefit from World Class customer support services regardless of their requirement, challenge or need.

SUPPORT FROM START TO FINISH

PI is dedicated to supporting its customers' right from the initial consultation through to when a customer has purchased a PI system. But we don't stop there, PI's services division is committed to ensuring that every aspect of owning a PI stage is catered for. Including:

- **Quick Start** – On-site support setting up a new system;
- **Training** – Ensuring that a new user gets the most out of their PI system;
- **Support** – On-going remote and on-site continued support for the whole life of any system.

Every customer is unique with their applications, environments, challenges and the way they like to be supported. As such, PI has a series of packaged service offerings to cover most customer demands, but in addition to that, PI can design **bespoke flexible service packages** that are tailored exactly to match each customer needs.



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